



Feras AlAtari

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Professional Skills

I have around 16 years of experience in ICT and Digital Transformation Operations and Management, I have the capability and the talent to work in complex IT/AV environments and the ability to accomplish successful alignment between technology and business needs with an efficient cost manner, I have the capability to develop new digital strategies, streamline process change, manage risk, meeting customer satisfaction, and leading IT/AV project activities, I am an analytical thinker, innovative, utilizing my technical skills such as:

- IT/AV Hospitality and retail Enterprise Strategy.
- Project Management.
- IT/AV Solutions and Service Delivery.
- Wireless & Wired Network (Cisco, HPAruba, Juniper), Active Directory, O365, cloud services, Azure, BI solutions, Opera, Micros, Customer Data analytic systems, Audio Visual, Digital signage wayfinding, CMS, CRM, Footfall system, CCTV.
- IT policy, governance and cybersecurity
- ITSM and ITIL framework.

Professional Experience:



INFOSKILL Intelligence solution 2021-present, Toronto-Canada
Managed IT and security service

Sr. Project Manager: IT Infrastructure, Cyber Securit, Cloud Computing, Digital transformation

Achievement

- Designs and maintain technical and project documentation of HLD, LLD and TOP
- Managing IT Infrastructure Digital transformation and Cyber security projects and applying methodologies, closed-loop communication mechanism, customer advocacy and total solution performance tracking.

- Understand and manage the day to day relationships with service provider partners in each country (e.g. colocation, public cloud, community cloud, private cloud, hybrid cloud) and identify optimally
- Responsible for effective implementation and/or utilization of the approved analytical methods to ensure high-quality raw material, semi-finished products, finished products and packaging materials.
- Monitor programme/projects; Assess, track, realize and communicate project benefits; Track and report project issues and Document, assess and report on risk, to achieve service delivery excellence.
- Managed account portfolio growth and served as an integral part of new client implementation, training and team capacity management
- Implemented ITIL compliant change management process using standard IT Infrastructure Library (ITIL) and IT Service Management (ITSM) methodologies. This included a Technical Advisory Board (TAB), and Change Advisory Board (CAB), and a standard change request form used for all changes.
- Managing Cloud Solutions projects SaaS/ IaaS and applying methodologies, closed-loop communication mechanism, customer advocacy and total solution performance tracking.
- Identifying Risks and QA in grey areas, cause & effect analysis.
- Responsible for infrastructure and Application Project Business Process Study Cloud, Infra and Security, Pre-Implementation Training, Requirement Analysis, GAP Analysis.
- Provides Project Management knowledge during marketing efforts.
- Develop, track and report on facility operations budgets through regular reporting.
- Create strategies for risk mitigation and contingency planning.
- Active stakeholder and driver in underlying operations process and infrastructure, to direct continuous improvements across the supporting teams to meet existing customer contract/statement of work, Service Level Agreements (SLAs), and Operating Level Agreements (OLAs) and compliance requirements.
- Create, monitor, and report on a comprehensive set of metrics and KPIs based on the IT service deliverables and the agreements above.



Aldar PJSC 2015- 2021 , Abu Dhabi- UAE

Aldar Properties PJSC is the leading Real estate, Retail, academy, residential and commercial properties developer, and through its iconic developments Of 7 Malls, 5 hotels, 8 schools, 100+ Real estate projects, 2000+users.

Manager Digital Transformation (Retail and Hospitality Portfolio)

Achievement

- Implement and manage IT practices to ensure that IT& AV services, availability, and capacity are provided promptly at big IT environment malls and hotels including LAN, WAN, Application, Server farm, Security, CCTV system, BMS system backend network.
- Managing SLAs and be sure it achieves the agreed on KPIs by Establish contacts with vendors and maintain and monitor the vendor and integrator performance.

- Achieved yearly Budget by well planning and forecasting of department CAPEX and OPEX with efficient cost manner.
 - Built the Business Continuity Plan to effectively ensure the protection and integrity of information and assets.
 - Adhered to provide quality of IT service by Overhauled the IT service delivery methods and improved customer and employee satisfaction and consistent enhancement.
 - Positively coached, developed, and mentored the IT team to achieve an effective IT operation and Technical and commercial assessment for new projects.
 - Accomplish a Successful alignment between Technology and Business by Successfully designed, communicated, and implemented an IT strategy associated with the corporate strategy.
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- Establish a digital transformation roadmap and completed the first two milestones.
 - Developed an internal IT audit and produced a set of IT policies and procedures.
 - Leading the IT/AV projects to enhance the ICT environment and maintained it to a standard that meets business operational needs and implemented appropriate security measures around it.



Kempinski Hotels (Emirates Palace) 2004 – 2015, Abu Dhabi - UAE

Kempinski Hotels, is a luxury hotel management company headquartered in Geneva, Switzerland. Founded in Berlin in 1897, the group currently operates 78 five-star hotels and residences in 34 countries.

IT/AV Operations Manager **Achievement**

- Implement and manage IT practices to ensure that IT& AV services, availability, and capacity are provided promptly in a big IT/AV environment.
- Coordinate with all official and government delegations for all ICT requirements.
- Plan and manage a defined level of security for IT Services, as well as assess risks and vulnerabilities set and implement IT policy and standards.
- Establish contacts with vendors and maintain support agreements (SLA, OLA), influence budgeting decisions to minimize TCO and spend assigned funds most efficiently.
- Manage and resolve IT Operation /Helpdesk issues related to user and guest support.
- Manage IT Team (15 people) AV Team (10 People) and provide suggestions as well as develop the same towards a better client-end response and support, Managing IT/AV stores.
- Act as a bridge to IT Infrastructure and IT Systems divisions, resolving problems affecting systems, networks, and software applications.
- Establish and maintain information security standards and procedures in compliance with information security and risk management policies, standards, and guidelines.

- Prepare and implement Information Systems Management System according to ISO/IEC 27001:2005 standard ISO/IEC 27002 guidelines.
- Coordinate security orientation and security awareness programs. Provide training on information security and PCI DSS standard.
- Conduct the information security risk assessment program. Review compliance with the information security policy and associated procedures.
- Monitor Information Systems Management System by conducting periodic internal audits and spot-checks in coordination with management directives.
- Assist in coordinating contingency plan tests regularly, coordinate and provide consultancy on the development of Business Continuity Plan.

Education

- **Bachelor of Computer Science**, MUC University

Professional development



- **PMP certified-PMI**
- **ITIL Foundation certified - AXELOS**
- **ITIL Intermediate (IT service Operation) certified - AXELOS**
- **ISO 27001 (ISMS) Lead Implementer certified - BES**
- **Microsoft Certified System Engineer (MCSE) certified- Microsoft**
- **Microsoft Certified System Administrator (MCSA) certified- Microsoft**
- **Cisco Network Associate (CCNA) certified - Cisco**
- **CEH V10 (Certified ethical Hacker) certified - E counsel**
- **Six sigma Yellow Belt certified - Independent Global**
- **ACMP (Aruba Certified Mobility Professional)- HP**